Behavioral Health is Essential To Health

Prevention Works

Treatment is Effective

People Recover
Promising Practices in Disaster Behavioral Health Planning (DBH): Assessing Services and Information

August 4, 2011
Presented by Anthony Speier
Welcome

• This is the fifth webinar in the series of nine webinars presented by SAMHSA.

• The program is intended for State and Territory DBH Coordinators and others involved with disaster planning, response, and recovery.

• Today’s program is about 60 minutes in length.
About SAMHSA DTAC

Established by SAMHSA, DTAC supports SAMHSA’s efforts to prepare States, Territories, and Tribes to deliver an effective behavioral health (mental health and substance abuse) response to disasters.
SAMHSA DTAC Services Include...

- **Consultation and trainings** on DBH topics including disaster preparedness and response, acute interventions, promising practices, and special populations
- **Dedicated training and technical assistance** for DBH response grants such as the Federal Emergency Management Agency Crisis Counseling Assistance and Training Program (CCP)
- **Identification and promotion of promising practices** in disaster preparedness and planning, as well as integration of DBH into the emergency management and public health fields
SAMHSA DTAC Resources Include...

- The Disaster Behavioral Health Information Series, or DBHIS, which contains themed resources and toolkits on these topics:
  - DBH preparedness and response
  - Specific disasters
  - Specific populations
SAMHSA DTAC E-Communications

- **SAMHSA DTAC Bulletin**, a monthly newsletter of resources and events. To subscribe, email [DTAC@samhsa.hhs.gov](mailto:DTAC@samhsa.hhs.gov).

- **The Dialogue**, a quarterly journal of articles written by DBH professionals in the field. To subscribe, visit [http://www.samhsa.gov](http://www.samhsa.gov), enter your email address in the “Mailing List” box on the right, and select the box for “SAMHSA’s Disaster Technical Assistance newsletter, The Dialogue.”

Contact SAMHSA DTAC

For training and technical assistance inquiries, please access the following resources:

• Toll-free phone: 1-800-308-3515
• Email: DTAC@samhsa.hhs.gov
• Website: http://www.samhsa.gov/dtac

Dr. Amy Mack, Project Director
SAMHSA DTAC
Phone (direct): 240-744-7090
Email: AMack@icfi.com
Speaker

Anthony Speier, Ph.D.
Interim Assistant Secretary
Louisiana Office of Behavioral Health (OBH)
Learning Objectives

• To identify methods for assessing capacity for providing behavioral health services, data to determine when behavioral health needs are overwhelmed, and mechanisms to ramp up services as needed
• To identify critical resources and services needed before, during, and after a disaster
• To describe the method for conducting a needs assessment regarding special populations
• To discuss methods and strategies to coordinate care for various behavioral health responders, teams, and personnel
STANDARD 5: Plan Demonstrates Range and Clarity of Services

Indicators:

• Implementation strategy for DBH treatment services and crisis counseling services
• Methods for assessing capacity for providing behavioral health services
• Methods for effective communication regarding the dissemination of information to the public
• Description of continuum of DBH care
• Process for assessing availability of resources (i.e., equipment and personnel)
• Process for conducting needs assessment regarding special populations
• Description of the full scope of services to be provided to affected populations
• A list of referral networks
• Points of data for knowing when behavioral health needs are overwhelmed
• A written plan for addressing needs when the State’s capacity is overwhelmed
STANDARD 5: Plan Demonstrates Range and Clarity of Services (continued)

- Mechanisms to ramp up services, as needed
- Description of acute elements of response (shelters and staffing needs)
- Description of coordination between mental health and substance abuse services
- Plan to address responder care (i.e., behavioral health needs, stress management, shorter shifts)
- Description of deployment strategies and role for behavioral health teams/personnel
Points to Remember (Speier, 2006)

• Needs assessment involves the acquisition of multiple levels of information regarding the demographics and socioeconomic and environmental factors which interact with the geographic location of the incident.

• Needs assessment is ongoing prior to and through incident recovery, continually redefining stakeholder groups most relevant to the phase of the disaster response and recovery.
Integrating a Formal Needs Assessment Methodology into DBH Planning (continued)

• Pre-incident planning informs the actual incident DBH program design—and program design is what ultimately leads to both the short-term and long-term intervention services.

• Successful response strategies involve the analysis of (1) present/future needs of individuals, (2) instrumental supports available in relationship to the degree of recovery activity that is necessary, and (3) continuing reassessment of factors on which response strategies are based.
• Assessment of available community resources, not just assessment of loss indicators.

• Assessment of additional categories of impact associated with terrorist incidents such as indicators of evacuation due to imminent danger and indicators associated with the number of persons involved in rescue/recovery activities. Area risk assessments would be a good starting place for planning these elements.

• Assessment of special circumstances associated with the disaster incident should also include questions specific to the degree of human causation, indirect impact on the community, and the extent of ongoing threat and uncertainty.
The focus of Federal Crisis Counseling Programs authorized under the Stafford Act is to determine **who is** at risk and **what is** the identified strategy for assisting **communities and individuals** in moving through a process of response and recovery.
Needs Assessment and Recovery Trajectory

- Capacity of existing infrastructure
- Ability to deliver disaster mental health services and sustain pre-incident service levels
- Matching of recovery issues with resource needs
- Continuity of operations
- Sustainability of new services

Assumptions for the Scope of DBH Recovery Needs

- Mental health needs of the stricken population vary according to the severity and scope of the disaster.
- Individual disaster victims are at greater or lesser risk according to their own severity of exposure, and some stressors create more problems than others.
- Exposure of an individual affects his or her whole household.
- A calculation based solely on the numbers of direct victims cannot capture the full impact of the disaster.
- Certain subpopulations are more at risk for mental health problems than are others, and if such groups are present in significant numbers in the stricken community, the plan should be designed to address this situation.

Essential components in a response strategy are as follows:

- Behavioral health professional staff trained in community-based service delivery
- Access to disaster mental health experts on grief, loss, and trauma disorders; dissociative disorders; incident stress; child and adult lifespan developmental disorders; and cultural competency
- Core social and community action groups
- Volunteer agency support
- Politically active indigenous groups
- Target goals for project activities (specific number of DBH teams needed...
Needs Assessment Conceptual Model (Speier, 2006)

Disaster → Incident Response

- Local OEP
- State OEP
- American Red Cross
- Local Red Cross
- First Response Agencies
- Media
- Schools
- Business Community
- Unanticipated Response
- Local Residents

→ Coordinated Data Acquisition
  - Reliable Information through Data Redundancy

Goal of Needs Assessment
  - Framework for Indicators of Community Disability
  - Intervention & Research Models

→ Assessment and Analysis of Data
  - Data Analysis Informs Program Design

→ Stakeholder Identification

→ Program Goal

→ Program Design

→ Long-Term Recovery Program

Short-Term Response & Recovery Program
Louisiana Disaster Preparedness 2005 through 2011
A Case Example in DBH Capacity Building

Pre-Katrina Disaster Preparedness

Staff Call Out Registry

Department of Health and Hospitals (DHH) Disaster Task Force

Office of Mental Health (OMH) Community Mental Health Center Staff Assist at Medical Special Needs Shelter (MSNs)

4,000 DHH Employees Trained in 2004
- MSNs
- Disaster Mental Health Training
- Hospital Evacuation Readiness

350 OMH and Office for Addictive Disorders (OAD) Employees Trained in May 2005
- All-Hazards Response Planning
- Crisis Counseling Intervention With Special Populations
- Disaster Mental Health Intervention in Incidents Involving Mass Casualties

Disaster Response Drills Including Practice Evacuations of OMH Hospitals

Disaster Response Plans For:
- Each OMH Hospital and Region
- Hurricane Pam Exercise Week of Katrina
- Planning for MSNs, Search and Rescue Base of Operations (SARBO), and Temporary Medical Operations Staging Area (TMOSA)

Pre-Incident Activities:
Hurricane Katrina August 25–28, 2005

Evacuation of:
• Southeast Louisiana State Hospital
• New Orleans Adolescent Hospital

Evacuation to:
• Eastern Louisiana Mental Health System

Open MSNs Operations
• New Orleans
• Baton Rouge
• Terrebonne Parish
• Lafayette
• Lake Charles
• Alexandria
• Monroe

Office of Emergency Preparedness (OEP)
Command Center DHH Operations

Initial Locations of OMH Incident Response

**Emergency Response Sites**
- OPH Command Center
- TMOSA
- SARBO
- New Orleans Police Department Sites
- OEP—Tent Cities/Police Units
- Baton Rouge Sites

**Medical Special Needs Shelters**
- New Orleans
- Baton Rouge
- Houma/Terrebonne
- Lafayette
- Lake Charles
- Alexandria
- Monroe

**Evacuation of:**
- Charity Hospital in New Orleans, Acute Unit

**Evacuation to:**
- Central Louisiana State Hospital

OMH Incident Response: August 29, 2005 to November 2006

- Seven Mobile Crisis Teams (Shelter Support)
- Behavioral Health Command Center
- Family Call Center
- Continuity of Operations
- Initial Crisis Counseling Grant
- SAMHSA Emergency Response Grant through November 2006
- Hospitals Evacuated through April 2006
- MSNs and General Shelters Operate through Early 2006
- SAMHSA/Westover Clinical Teams through 6/30/06

Post-Katrina/-Rita Realities
2006
Evacuation Planning

- People will not plan their personal evacuation before the threat of a storm.
- Making a family/personal evacuation plan is not easily accomplished.
- People are worn out.
- People need structure and leadership.
- People need information provided to them in an effective way.

Sheltering Staff
(As Per DBH Plan Protocols)

• Staff need reassurance and relief while on the deployment.
• Job structure is important.
• Staff should maintain a buddy system.
• Value and respect for each other is essential.
• Staff need to be recognized for their efforts.
• Shift change debriefings and on-site stress managers are crucial.
• Staff need to know who is in charge.

Sheltering Evacuees

• Psychological First Aid is needed by everyone.
• Basic needs must be assessed and met.
• Sufficient staffing is needed to recognize behavioral problems before they become overwhelming.
• Pre-planned protocols for managing behavioral issues also are needed.

Behavioral Health Incident Management: Communication Pathway—2006 Hurricane Season

* Note:
  • Behavioral Health Branch Manager located at Independence Blvd.
  • Staffing is provided by OAD/OCDD/OMH.

Behavioral Health Incident Management: Communication Pathway 2011

State/Governor’s Office of Homeland Security & Emergency Preparedness EOC

DHH EOC (Bluebonnet Blvd.)

9 DHH Regional Commanders (OPH)

Behavioral Health Section Chief

Behavioral Health Regional Liaison

OBH

OCDD

Human Services District/Authority (AD/DD/MH)

OBH Disaster Operations Executive Staff

Emergency Support Function (ESF)-8 Behavioral Health Branch Staffing is provided by OBH and OCDD.

OBH
- Regional Managers/Designee
- Inpatient Facility Manager/Designee
(Same illustration applies to OCDD.)
DBH facilitates collaboration and coordination of services so that more needs are met effectively and efficiently.

Statewide Services Highlights: Collaborative Partnerships

- Collaborative partners and services
  - Louisiana Family Recovery Corps
  - Schools, public and private
  - State agencies, region and district providers, Department of Children and Family Services, OPH, OBH
  - Methadone providers
  - Faith-based organizations
  - Crisis hotline through SAMHSA Lifeline, 1-800-273-TALK
  - Stress Management Cadre
  - First responder agencies
  - Special population groups

DBH Planning is an ongoing process...
Pre-Incident Readiness

• Elevation of all hazards behavioral health emergency preparedness to a core function of local and State agencies
• Behavioral health mitigation funds
• Preparation of Action Request Forms, or ARFs, for obvious resource needs (such as additional staff, medical supplies/equipment, and locations for psychiatric inpatient surge)
• National Incident Management System training and exercises

Pre-Incident Readiness (continued)

- Local, regional, and State all-hazard behavioral health preparedness plans
- Employee call trees and work assignments
- Pre-specification of job functions and initial assignment protocols
- Establishment and maintenance of DBH volunteer cadre
- Practice drills (evacuations, sheltering, etc.)
- Media shelf kits (public service announcements)

Identify Disaster Incident Thresholds

• Intensity of the incident
• Duration
• Displacement
• Resource loss—infrastructure damage
• Loss of human capital

Basic Services for Individuals and Communities

• Crisis response
• Stress management
• Outreach
• Accessibility
• Treatment interventions consistent with trauma exposure and phase of response/recovery

Basic Disaster Mental Health Program Design Components Summary

- Community education, training, and outreach
- Individual crisis support (including Psychological First Aid)
- Just-in-time training
- Individual outreach—canvassing impacted area
- Treatment of trauma exposure
- Crisis response for psychiatric emergencies
- Media plan
- Evaluation plan
- Quality assurance plan
- Business plan—fiscal management

Response and Recovery DBH Goals: Keep It Simple and Mission Focused

- What is the disaster-related issue/challenge that is consuming you?
- What can you do about it?
- What assistance is needed to resolve it?
- How do you know when the issue/challenge is resolved?

Response and Recovery DBH Goals: 
*Keep It Simple and Mission Focused* (continued)

- CCP is a supplemental program, not a new mental health system.
- Fit CCP into existing business model of State and provider agencies.
- More flexibility in administration at the local and State level...administrative costs.
Repair the invisible damage.

Hope is the enemy of despair. If you think you’ve lost yours, call to just talk and be heard.

1-800-273-TALK
References


Questions for Dr. Speier?
Conclusion

• This concludes the Assessing Services and Information webinar, a part of the Promising Practices in DBH Planning series.

• Subsequent sessions will explore each of the standards in greater depth, providing examples, lessons learned, and good stories about how to enhance your DBH plan.
Next Steps

• The next webinar addressing **logistical support** will be held on **August 10, 2011 at 2 p.m. eastern time (ET)/ 1 p.m. central time (CT)/ 12 p.m. mountain time (MT)/ 11 a.m. Pacific time (PT)** featuring Mr. Steve Crimando as the speaker.
## Other Upcoming Webinars

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Thank You